



A Glimpse in your Galoshes



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Background: An Oncology Service Line process improvement team was formed in April 2016 comprised of frontline staff and leaders from both inpatient and outpatient oncology services.

Purpose: To discuss ways to create a seamless and consistent cancer care experience for patients at Salem Health.

Problem Identification: This group identified a need for increased awareness among staff about each department serving oncology patients at Salem Health. Staff were unaware of services, how to access them, and what to communicate with patients.

Test of Change: “A Glimpse in your Galoshes” was created as an opportunity for staff to *walk in the shoes* of fellow employees at every oncology point of care area at Salem Health including:

- Cancer Registry
- Clinical Research
- Gynecologic Oncology
- Infusion & Wound Care
- Inpatient Oncology
- Radiation Oncology
- Salem Cancer Institute Support Services

Leadership from each department were engaged in planning and supportive of the team approach.

Methods: A mandatory HealthStream module was assigned to all employees in the Oncology Service Line (170 employees) where they reviewed fact sheets and took a brief 10 minute tour of each department. “Teamwork Tuesday” was initiated as a designated tour time once a week. Staff had 6 months (July-Dec 2016) to complete this activity.

Overview and Instructions

- What is “A Glimpse in your Galoshes?”**
 - Employee engagement campaign for the Oncology Service Line
 - Promotes collaboration and a team approach to cancer care so we can provide the best patient experience.
 - Opportunity to walk in the shoes of others serving our shared patients.
 - You will be:
 - Introduced to each department
 - Become familiar with the services offered
 - Meet fellow team members
- How do I get started?**
 - Review the brief summary of each department.
 - Save the summaries as electronic copies or print for future reference.
 - Get ready to tour the following areas:
 - Cancer Registry
 - Clinical Research
 - Gynecologic Oncology
 - Infusion and Wound Care
 - Inpatient Oncology
 - Radiation Oncology
 - Salem Cancer Institute Support Services
- How will the tours work?**
 - Tours will be offered on *Teamwork Tuesday* **Tuesdays from 3 - 4 p.m. beginning July 12 - December 2016.**
 - Come to the Salem Cancer Institute Conference Room on the first floor of Building C.
 - Tours will leave in 15 minute increments from 3 - 4 p.m.
 - At each location, you will pick up program materials to build your own resource guide to cancer services.
- Then what?**
 - After the tours, log back into HealthStream to attest that you completed the tours and answer the evaluation questions for each area.
 - You will have six months to complete this education module.

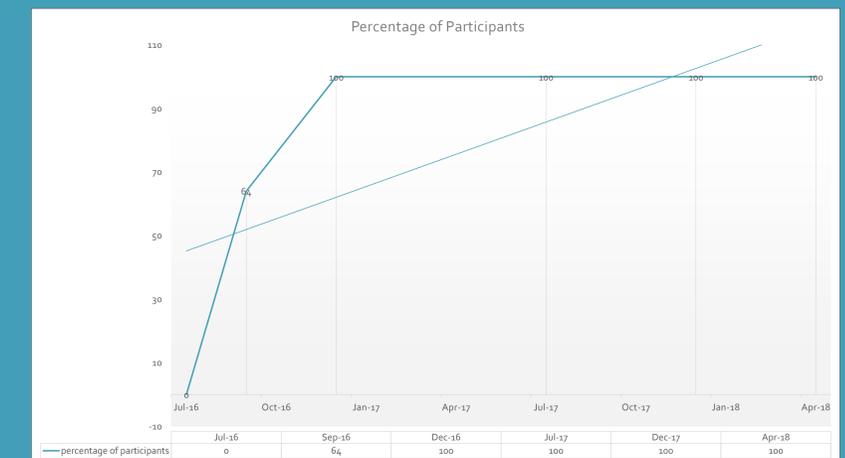
Please ask your manager for any questions or clarification. Each manager has been involved in this planning and is on board with this collaborative approach.

Salem Health Hospitals & Clinics	
Department	Radiation Oncology <ul style="list-style-type: none"> 2 chart department: <ul style="list-style-type: none"> Clinic uses Epic Technical staff use Acta to schedule daily treatments and operate treatment machines.
Mission / Vision	Administer radiation treatment to cancer patients.
Services	Stereotactic Body RadioTherapy (SBRT) <ul style="list-style-type: none"> 1-5 treatments to lung or liver Stereotactic RadioTherapy (SRT) <ul style="list-style-type: none"> 1-3 treatments to the brain Stereotactic RadioTherapy (SRS) <ul style="list-style-type: none"> 1 treatment to the brain Intensity Modulated RadioTherapy (IMRT)
Hours/Days of Operation	Monday - Friday 7 a.m. - 5 p.m. MD on call during all non-business hours Radiation Therapist on call Friday until 10 p.m. and Saturday 7 a.m. - 7 p.m.
Team members	Insurance Interviewers / Schedulers Operational Specialists II Oncology certified RNs RNs Radiation Therapists Dosimetrists Medical Physicists Radiation Oncologists
Contact Information	P: 503-814-0450 F: 503-814-0457
Location	Building C, first floor
Cost	Pre-authorization obtained for all patients Insurance billed No co-pay collected Financial concerns are referred to Salem Cancer Institute
How to make a referral	Call or Fax



Results: 100% of employees completed this activity by Dec 2016. The response was overwhelmingly positive with staff finding value in visiting each department, learning about the services, and meeting fellow team members all working toward the same goal of best serving our cancer patients.

Staff Participation July-Dec 2016



Next Steps: “A Glimpse in your Galoshes” continues to be assigned to all new employees entering the service line. “Teamwork Tuesday” is now offered monthly for guided tours. Compliance remains at 100%.

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